

1 JOSEPH RODRIGUES  
State Long-Term Care Ombudsman  
2 Office of the State Long-Term Care Ombudsman  
California Department of Aging  
3 1300 National Drive, Suite 200  
Sacramento, California 95834  
4 Telephone: (916) 419-7510  
Facsimile: (916) 928-2503  
5

6 UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF CALIFORNIA  
7 FRESNO DIVISION

8 In re: ) Case No. 16-10015-A-9  
9 )  
Chapter 9  
10 Southern Inyo Healthcare District )  
11 ) 15<sup>TH</sup> REPORT OF THE  
PATIENT CARE OMBUDSMAN  
12 )  
Debtor. ) (No Hearing Required)  
13

14 Pursuant to the order directing the appointment of a Patient  
15 Care Ombudsman entered by this court on February 17, 2016, Tracy  
16 Hope Davis, the United States Trustee, duly appointed Joseph  
17 Rodrigues, the California State Long-Term Care Ombudsman, as the  
18 Patient Care Ombudsman in this case.  
19

20 In compliance with the notice of appointment, the Patient Care  
21 Ombudsman is submitting his 15<sup>th</sup> report, covering the period  
22 May 2 to June 29, 2018.  
23

24 Respectfully submitted,

25 /s/Joseph Rodrigues  
26 Joseph Rodrigues  
27 State Long-Term Care Ombudsman  
28

**15th REPORT OF THE PATIENT CARE OMBUDSMAN**

Eastern Sierra Area Agency on Aging is the designated Long-Term Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the local representative of the Office of the State LTC Ombudsman. As mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC Ombudsman representatives identify, investigate and resolve complaints that are made by, or on behalf of residents of LTC facilities that relate to action, inaction or decisions that may adversely affect the health, safety, welfare or rights of residents. Paulette Erwin is the local Ombudsman representatives assigned to this facility.

Southern Inyo Hospital District is located at 501 E. Locust Street, Lone Pine, California. The California Department of Public Health (CDPH), Licensing and Certification Division, licenses this facility as a Skilled Nursing Facility (SNF). SNFs provide housing, meals, medical care, personal care, social services, and social activities to people who have physical or behavioral conditions that prevent them from living alone.

The following information describes the number of visits made to the facility (complaint and non-complaint related), observations about privacy, food, the general status of the residents, any complaints made by or on behalf of residents to the LTC Ombudsman

1 Program, and any changes in the census of the facility.

2  
3 The licensed capacity of the facility is 33, with a current  
4 occupancy of 23. There is no noted significant change in resident  
5 mix, such as the admission of different client groups, younger  
6 residents, etc. Because of the rural nature of this facility  
7 retaining qualified licensed personnel continues to be a challenge.  
8

9  
10 The local Ombudsman Program has not received any concerns  
11 involving vendors, utilities, or external support factors that may  
12 impact resident care.  
13

14  
15 The local Ombudsman Program has conducted three visits during  
16 this reporting period. During these visits, the Ombudsman  
17 representative noted the facility appeared to be clean with no  
18 overwhelming odors. The temperature in the facility was comfortable  
19 for residents. During a facility coverage visit, the Ombudsman  
20 representative observed the required menu was not posted in the  
21 facility. The Ombudsman representative addressed the issue with  
22 staff who immediately posted current menu. Residents appeared clean  
23 and were appropriately dressed for the time of year and day.  
24

25  
26 The local Ombudsman Program received a total of one case and  
27 one complaint. The complaint was related to mismanaged personal  
28

1 funds. The Ombudsman representative met with the resident's family  
2 regarding the complaint. The Ombudsman representative worked with  
3 the Department of Social Services and the Facility Business Manager  
4 to resolve the complaint. The resident's outstanding balance from  
5 October 2017 was paid current.  
6

7  
8 The Patient Care Ombudsman has no recommendations for the court  
9 at this time.  
10

11 June 29, 2018

/s/Joseph Rodrigues

Joseph Rodrigues

State Long-Term Care Ombudsman  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28